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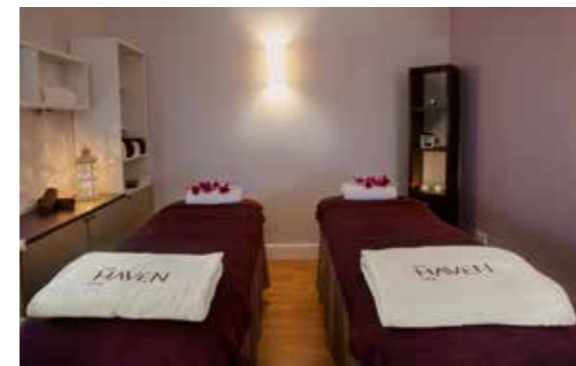
THE HAVEN SPA

EXETER / KINGSBRIDGE



Once you walk through the door of The Haven Spa, you will enter an oasis of peace, calm and tranquillity.

Whether you are escaping the pressures of everyday life or heightening the relaxing experience of a holiday break, you will enter a world where time stands still and relaxation abounds.



Unwind in the hands of our friendly, highly qualified team of beauty therapists and enjoy our wide range of spa and beauty treatments. Our carefully selected treatments reflect our belief that that beauty is not just about your physical appearance but also how you feel inside.

The Haven sees every client as an individual and we aim to build and develop our relationship with every customer through awareness, trust and understanding. We will always offer advice and guidance to ensure that you find the best treatment for you. Whatever your goals, The Haven Spa has something for you, providing the perfect opportunity to revitalise the mind, regenerate the body and above all, rest and relax in a peaceful and calming environment.

We look forward to welcoming you to The Haven Spa.



Our product partners

We have selected Elemis and Spa Find as our product partners for The Haven Spa as they not only share our ethos for delivering the best customer experience but our desire for offering ethically derived products.

Our Spa Boutique offers an extensive range of retail products, including Elemis, Spa Find and OPI.

ELEMIS

Elemis is a leading luxury British spa and skincare brand. Having mastered a successful combination of natural active ingredients and cutting-edge technology, Elemis have created some of the most influential anti-ageing products and professional spa-therapies.

Every ingredient used in Elemis formulations contains medical grade actives of real therapeutic activity and all ingredients are derived where possible from organic extracts, revolutionary absolutes, first extraction pure essential oils, natural emulsifiers, skin softening emollients, medicinal herbs and clinically proven collagen boosting seaweed extracts, transferring the purest form of living energy to your skin.

With every new product launched and every spa-therapy performed, Elemis' goal is to address specific skin and body conditions using potent formulations that dynamically treat the skin to achieve the best results.

Elemis products avoid: animal testing, animal derived collagen, the use of synthetic perfumes and colourings, high levels of synthetic detergents and preservatives, Mineral Oil Alcohol and Silicones for improved texture, genetically modified crops.

spa find

Spa Find's mineral treatments utilise the natural powers of mud, salt and seaweed to tone and firm the body and face, ease muscle tension and deeply relax the body and mind.

Almost every skin condition or complaint is partly caused by a mineral or vitamin imbalance within the body. The Spa Find treatments and products help mineral levels in the body to begin to normalise and bring inner health back into balance.

The 7 main Dead Sea minerals are:

Magnesium:	the anti stress mineral
Calcium:	the anti ageing mineral
Sulphur:	the healing mineral
Potassium and Sodium:	purifying and hydrating minerals
Bromide:	the relaxing mineral
Iodine:	the detoxifying mineral

Spa Find treatments and products are full of these healing Dead Sea minerals. They also contain nature's purest active ingredients such as: Marshmallow, Aloe Vera, Grapefruit, Mango, Peach, Camellia, Ginger, Lavender, Matricia Flower, jasmine, Coconut, Chamomile, Sage, Yarrow, Restharrow, Coltsfoot, Lemon Balm, Wild Thyme, Horsetail, Rosemary.

Products contain allergen free fragrance. They do not contain parabens, genetically modified organisms or animal ingredients and they are not tested on animals.

Face

Elemis Advanced Anti-Ageing Facials

Elemis Pro Collagen Age Defy Facial 60mins

This is the treatment to tackle fine lines and wrinkles and help support the cellular structure of the skin. The proven benefits of marine charged Padina Pavonica and Red Coral help plump out fine lines, whilst Indian Mulberry reduces skin-fatigue, helping relax wrinkles. Targeted lymphatic drainage massage re-energises and rejuvenates, while an age-defying peel-off mask encourages the highest cellular function, visibly improving firmness and elasticity for beautifully nourished, younger looking skin. Arm and scalp massage included. Also available as a 75min treatment.

Elemis Super Food Pro-Radiance Facial 60mins

This is a crafted nutritional boost for stressed, dull skin. Rich in superfoods, essential minerals and trace elements; Magnesium, Potassium, Zinc, Vitamins A and E form a mineral army to jump start tired and exhausted skin. An amino active mask helps restore lost moisture, deeply nourishes, detoxes and packs the skin with powerful, energising nutrients. Skin is left smoother, plumper and luminously radiant – stress-free and lit up with good health. Arm and scalp massage included. Also available as a 75min treatment.

Elemis Dynamic Resurfacing Precision Facial 60mins

This highly potent couture resurfacing treatment targets the signs of ageing and dull, tired, uneven skin tone. Specifically designed to work in conjunction with your skin's unique structure, this pioneering precision layering protocol

uses three layers of enzymes to nibble the dead skin away, revealing extraordinary results. This system delivers powerful exfoliation and renewal for smoother, younger looking skin. A new start for skin that has never looked better. Scalp and hand massage included.

Elemis Pro-Definition Lift And Contour Facial 60mins

Powered by breakthrough technology targeting sagging jowls, cheeks and jawlines, this facial helps restore the architecture of the face. The Arjuna and Lupin-infused jowl and chin mask works on elasticity, whilst potent nutrients and stem cells found in Edelweiss and Tiger Grass help support the extra-cellular matrix. The structure of the skin is boosted through a unique deep, muscle toning massage from the scalp to the décolleté. The skin appears plumper and revitalised, creating a profoundly sculpted, youthful effect.

Elemis White Brightening Even Tone Facial 50mins

Brighten and illuminate. Restore and refine. This is the ultimate in skin perfection. This highly effective skin brightening facial visibly illuminates the complexion to leave it naturally more even and translucently clear. Light, precision movements delicately layer proven brightening actives onto the skin to systematically encourage the washing out of melanin, whilst reducing the visible dullness that develops over time. This targeted treatment responds to individual skin needs, helping to reduce age spots, discolouration and dull skin tone and texture on the face, neck, décolleté, arms and hands. Leaves the complexion illuminated and even, visibly more youthful and refined.

Special Awareness: Facials are not advisable for those in the first three months of pregnancy or with a thyroid condition.

Elemis Skin Solutions Facials

Elemis Anti-Blemish Mattify And Calm 60mins

A deeply cleansing revelation for oily, unsettled, congested or hormonal skin. This mattifying facial helps combat oil and shine using the proven power of Lavender, packed full of blemish-banishing Linalyl Acetate. Lavender Cellular Recovery capsules, balancing toner and repair mask work in unison to regulate oil flow and calm the skin, while intuitive massage helps restore micro-circulation and re-oxygenate, improving tone and texture. A deeply detoxifying treatment for lastingly clear, bright skin. Includes a scalp, hand and arm massage.

Elemis Sensitive Skin Soother 60mins

Fragile skin needs special attention. A subtle, calming massage technique is used to help reduce the appearance of redness and strengthen the top layer of a delicate skin, protecting against daily stresses. The soothing properties of Moroccan Rose, Chamomile and Apricot are combined to gently cleanse and exfoliate, whilst the deeply nourishing Neroli mask leaves skin nurtured and comforted. Texture and tone are dramatically restored. Moisture levels are boosted. Skin is left supremely calm and confident. Includes and scalp and hand and arm massage.

Spa Find Facials

Spa Find Youthful You Anti-Ageing Facial 75mins

This revolutionary treatment uses a combination of minerals, Dead Sea Mud and seaweed. The skin is deeply cleansed and gently polished before traditional facial massage techniques allow your mind and senses to unwind. The face is then cocooned in the active ingredients of the specialised mask, formulated to refine, tone and produce instant results.

Spa Find Renewed Radiance Facial 60mins

This deeply hydrating facial is perfect for delicate and dehydrated skin, helping to gently renew and revive the skin. It begins with a welcome massage followed by a facial that naturally tones and firms the skin. The products used in this facial help to smooth lines and prevent further skin ageing by treating the surface and deeper layers of the skin.

Spa Find Balanced Beauty Facial 60mins

This rebalancing facial is perfect for combination skin and for skin with varying needs. Gentle massage techniques are used to help with skin rebalancing before a mineral mud mask is applied to deep cleanse the pores. The highly concentrated minerals used in this treatment normalise the skin pH to a reveal healthy, clear complexion.

Taster facials

Elemis Advanced Anti-Ageing Facial 30mins

Spa Find Express Elegance 30mins

A taster facial incorporating a full cleansing and toning sequence, exfoliation to brighten the skin, nourishing mud mask to suit your skin type and mini facial massage, leaving the skin refreshed and glowing.

All facials are suitable during the 2nd and 3rd trimesters of pregnancy. All treatment time includes consultation at the beginning and end of treatments.

We do require 48 hours notice for cancellation or change of treatment.

Enhance your experience by adding a 2hr session in the Thermal Suite or a selection from our Food and Beverages menu. (Exeter only).

Body

Elemis Musclease Aroma Spa Ocean Wrap

75mins

A powerful seaweed wrap for complete muscle relaxation. Drift away whilst you are cocooned in a comforting foil wrap and treated to a pressure point facial massage and de-stress scalp treatment. Using a warming blend of Essential Oils, this specialised treatment helps ease aching, tense muscles.

Elemis Cellutox Aroma Spa Ocean Wrap

75mins

A deeply detoxifying blend to decongest and stimulate the system. Combining the richness of sea plants and marine algae, this therapy helps reduce the appearance of cellulite and relieve the discomfort of fluid retention. The body is re-energised and skin is left silky soft and smooth.

Elemis Targeted Toning Tightener

90mins / 30mins

Tightening and toning are the pillars of this treatment. A powerful blend of salts, minerals and seaweeds work together to target cellulite and poor skin tone on hips, thighs, abdomen and backs of arms. Nigari salt deeply cleanses, followed by a targeted sculpting massage to kick-start the micro-circulation, promoting a smoother silhouette and invigorating the entire body. A cooling rubberised mask, rich in super-detoxifying caffeine and green clay is applied to problem areas, whilst clinically proven Red Algae redefines areas prone to sagging. The result is a targeted body airbrush and skin that looks and feels intensely toned and refreshed.

Elemis Thousand Flower Detox Wrap

60mins

Enriched by Somerset soil and packed with tree, flower and grass rich nutrients, this treatment provides super skin- health and powerful detoxification..

Elemis Body Nectar Nourishing Wrap – Frangipani Or Sweet Orchid

60mins

This lusciously fragrant, intensely moisturising body wrap will transport you to the Far East. The velvety texture of the Monoi oil offers super-hydration, quenching thirsty skin. The aromatic oil is applied using sweeping strokes with maximum attention paid to any particularly parched areas. You are kept cocooned and warm while the mood-balancing aromatics and skin conditioning oils do their work. An emotionally grounding experience for skin that has never felt silkier.

Elemis Intensely Cleansing Salt Scrub – Lime And Ginger Or Frangipani

30mins

The extraordinary cleansing power of salt goes to work releasing toxins in this body polishing treatment. The fragranced salt of your choice will gently slough away dead skin cells, encouraging the regeneration of new cells and perfectly prepping the skin. It leaves a smooth and responsive canvas, ready to absorb the deeply nourishing body oil. Delivers velvety soft, invigorated skin.

Frangipani Dream

60mins

Luxurious Frangipani Salt Glow exfoliates and softens your back before a relaxing back, neck and shoulder massage using the heavenly and hydrating Frangipani Monoi Body Oil, followed by a facial incorporating a cleanse and exfoliation to prepare the skin for a deeply relaxing face and scalp massage with Frangipani Oil.

Spa Find Infinite Indulgence Black Mud Wrap

75mins

A pure spa experience to relax the body and mind, combining the powerful effects of Dead Sea minerals and sensual aromatherapy oils. Your body is luxuriously polished from head to toe before it is massaged with scented oils. We then envelop your body in heated original Dead Sea Mud to soften, soothe and condition the skin with its rich minerals.

Spa Find Hot Hot Hot

60mins

A hot compress and deep exfoliation of the back using black mud and salt, followed by a Hawaiian Hot Stone back massage. The back is then covered in a black mud body mask to nourish and hydrate the skin before warmed Spa Find Body Lotion is massaged into the skin to soften and hydrate.

Haven Back to Basics

35mins

A relaxing cleanse and deep exfoliation of the back followed by a 20 minute massage. Spa Find Body Lotion is then massaged into the skin to soften and hydrate.

Spa Find Heavenly Hydration Salt Brushing

35mins

A unique spa exfoliation treatment using Dead Sea Salts combined with the rich effects of Vitamin E and Coconut Oil to nourish and invigorate the body as it is polished from head to toe. To finish the treatment your skin is smothered in warmed body lotion to massage your senses.

All treatment time includes consultation at the beginning and end of treatments.

We do require 48 hours notice for cancellation or change of treatment.

Enhance your experience by adding a 2hr session in the Thermal Suite or a selection from our Food and Beverages menu. (Exeter only).

Special Awareness:

Only Spa Find Heavenly Hydration Salt Brushing is suitable during pregnancy and only in the 2nd and 3rd trimesters.

These treatments, along with certain Body Wraps, may not be suitable for those who are pregnant or have untreated high blood pressure, heart problems or epilepsy.



Massages

Elemis Freestyle Deep Tissue Massage **90mins / 60mins / 30mins**

This is a vigorous workout for the body, perfect to alleviate high stress levels. Tailored entirely to your needs, it leaves you feeling grounded and focused. Your therapist will select an aromatic oil according to your concern, be it muscle pain, stress relief, pure relaxation or emotional balance. Skin is prepped to release toxins and the flowing massage works deeper and deeper into the tension, encouraging optimum circulation. As effective as an hour's stretching, but so much more nurturing.

Elemis Deeper Than Deep Hot Stones **90mins / 60mins / 30mins**

Nothing gets into the belly of the muscle like a hot stone. Bathed in the intensely moisturising Frangipani Monoi Body Oil, a curated range of Balinese stones are selected to address exactly what you need. They are worked over the body, deep into the muscles, getting into areas of tension at a profound level, persuading the muscles to release their trapped energy. The result is sparkling vitality with the added bonus of intensely hydrated skin.

Traditional Swedish Massage **60mins / 30mins**

A relaxing massage that helps to dissolve muscular tension, promoting a complete sense of calm and soft, supple skin. Followed by a soothing hot compress and hydrating body lotion massaged into the back. Perfect for those suffering with aching muscles. Available as a full body or back treatment.

Special Awareness: *These treatments may not be suitable for those who are pregnant or have untreated high blood pressure, heart problems or epilepsy.*

Elemis Garden of England Rose Restore Massage **90mins / 60mins**

Take a walk in an English rose garden with this lavishly hydrating body massage. The unique trio of rose, camelina and poppy seed oil maintain and restore elasticity, whilst encouraging skin renewal. The skin is anointed with nourishing oils whilst a nurturing rose balm and bespoke massage comfort the skin and ground the spirit. Skin is left exquisitely moisturised, intensely supple and deliciously scented.

Elemis Hot Mineral Boost Massage **60mins**

This powerful treatment stimulates every cell in the body, helping to alleviate muscular pain and remove toxins. The heated minerals are a catalyst to warm and deeply relax the body, perfectly prepping for the nourishing Amber balm, while the mind is whisked off to invigorating shores with the aromatic ocean spa. Completed with a shoulder and scalp massage, this is a revolutionary, mineraly-charged experience of skin conditioning, metabolic balancing and energising wellness.

Indian Head Massage **45mins**

The shoulders, neck and scalp are massaged to ease stress and tension to create a feeling of wellbeing and total relaxation.

Elemis Peaceful Pregnancy Massage **60mins / 30mins**

The nine-month journey of nurturing is a special time. Connecting with the mother through the power of touch and working with two heartbeats as one. Specialised positioning on our unique beanbag is used to ensure the ultimate in comfort and relaxation. Using tried and tested safe massage techniques, adapted to each stage of pregnancy, this massage helps to relieve tension in the lower and upper back, whilst alleviating swelling of the hands and feet, easing the mind and uplifting the spirit.

Foot and Leg Massage **30mins**

A relaxing pick-me-up for tired legs and feet.

Head, Neck and Shoulder Massage **30mins**

A massage to help relieve tension and muscular aches and pains in the head, neck and shoulders.

Face and Body

Elemis Face and Body Sensation **60mins**

A sensational hot stones massage on the body combined with a prescribed booster anti-aging facial. The unique, soothing massage helps to induce a deep level of relaxation and calm your mind, followed by a prescriptive, intensive booster anti-ageing facial designed to smooth out wrinkles and restore youthful radiance.

Spa Find Complete Calmness Facial and Massage **45mins**

A luxurious back massage that helps relieve muscular aches and pains followed by a relaxing mineral mud facial that improves the texture of the skin and leaves it feeling soft and supple.

Spa Find Silky Skin Exfoliation and Massage **45mins**

A full body exfoliation with the best selling Spa Find Heavenly Hydration Salt Brushing followed by a back massage that helps relieve muscular tension and leaves the skin feeling silky smooth and deeply nourished.

Eye Enhancement

Eyelash Tint and Eyebrow Tint **30mins**

Eyebrow Shape and Tint **30mins**

Eyelash Tint **30mins**

Eyebrow Shape **15mins**

Eyebrow Tint **15mins**

All tint treatments require a patch test at least 24hrs prior.

Please remove eye makeup at least 1hr before eyelash treatments.

All treatment time includes consultation and the beginning and end of treatments.

We do require 48 hours notice for cancellation or change of treatment.

Enhance your experience by adding a 2hr session in the Thermal Suite or a selection from our Food and Beverages menu. (Exeter only).

Special Awareness: *These treatments may not be suitable for those who are pregnant or have untreated high blood pressure, heart problems or epilepsy.*

Hands and feet

Elemis Best Foot Forward 55mins / 30mins

Our Elemis luxury pedicure, Take a load off with this foot-focused tension releaser. Lower legs and feet are thoroughly exfoliated, bathed and massaged. Softens and smoothed to leave feet as supple and fragrant as a Rose. 55min treatment includes polish.

Classic Pedicure with Gel Polish / Shellac 55mins

A Haven Classic Pedicure completed with the OPI Gel Polish. A varnish that dries instantly and is hard wearing with no chipping or smudging.

Classic Pedicure with Gel Polish / Shellac and removal 90mins

Classic Pedicure 55mins

Includes hard skin removal, exfoliation, attention to cuticles and nail shape, exfoliation and massage, finished with an OPI nail polish of your choice. Add heated booties to your treatment 10 mins

Elemis Garden of England Rose Restore Hand Treatment 55mins / 30mins

Hand massages are alarmingly relaxing and this is the last word in conditioning, restorative, anti-ageing hand treatments. Targeting age spots and dryness, you'll waft out with the softest little paws and a blissed-out smile on your face. 55min treatment includes polish.

Special Awareness: We are unable to provide Hands and Feet treatments to clients suffering from, or being treated for, Athletes Foot, Fungal Infections, Warts, Verrucas, Impetigo, Scabies, Whitlow, Ringworm.

Classic Manicure with Gel Polish / Shellac 45mins

A Haven Classic Manicure completed with the OPI Gel Polish. A varnish that dries instantly and lasts for 1-2 weeks with no chipping or smudging.

Classic Manicure with Gel Polish / Shellac and removal 75mins

Classic Manicure 45mins

Using the hydrating properties of Avocado, your nails are filed and shaped, cuticles pushed back, exfoliation and hand massage, finished with an OPI nail polish of your choice.

Add heated mitts to your treatment 10 mins

OPI Gel Polish / Shellac Removal and File 30mins

File and Polish for fingers or toes 20mins

French Polish 10mins

Can be added to any Hands and Feet treatment.

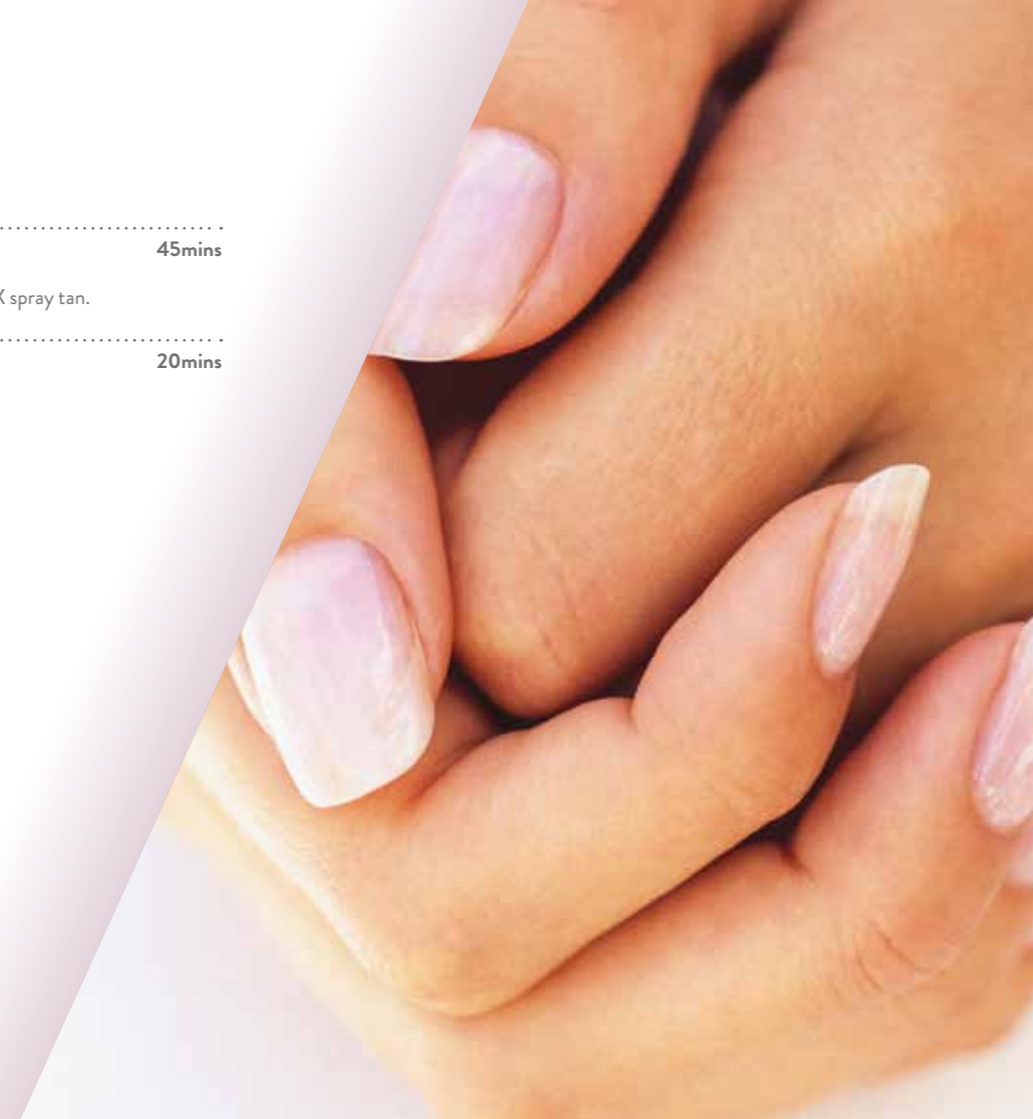
Tanning (Kingsbridge only)

Haven Luxury Spray Tan 45mins

Full body polish followed by an application of Sienna X spray tan.

Sienna X Spray Tan 20mins

Full body spray tan.



Waxing

Full Leg	45mins
Full Leg and Standard Bikini	60mins
Three quarter Leg	30mins
Half Leg	30mins
Half Leg and Standard bikini	45mins
Upper Lip and Chin	15mins
Upper Lip or Chin	15mins
Full Arm	30mins
Forearms	20mins
Under Arms	15mins
Back or Chest	20mins
Bikini: Standard	20mins
Californian	30mins
Brazilian	35mins
Playboy	40mins
Hollywood	40mins

All treatment time includes consultation and the beginning and end of treatments. We do require 48 hours notice for cancellation or change of treatment. Enhance you experience by adding a 2hr session in the Thermal Suite or a selection from our Food and Beverages menu. (Exeter only).

For Men

The majority of our treatments are suitable for men but here are a few especially for you!

Elemis High Performance Skin Energiser Facial 60mins

This is the hard-working facial for ageing, stressed, dehydrated skin and tired eyes. An energising treatment that speaks to every skin concern, restoring vital moisture and nutrient levels. It maximises cell regeneration, whilst steam and extraction decongests. Multi-dynamic facial massage sequences boost circulation, whilst targeted scalp and foot massage deeply relax. Finally the uniquely nourishing Pro-Collagen Marine Cream for Men is worked into a receptive, revitalised skin for a vibrant and energised result.

Spa Find Energising Facial 30mins

For a quick re-boost and re-hydration of the skin, this treatment decongests the skin, neutralises impurities and reduces sensitivity.

Spa Find Refreshing Foot Treatment 55mins

A classic treatment utilising healing Dead Sea Salts and sand to deeply exfoliate the feet before specialised deep massage techniques effectively soften and revitalise tired and hard working feet. Dead Sea Mud is then applied over the feet, bringing nourishment, hydration and high performance tension relief.

Elemis Total Time Out 120mins

Elemis Free Style 60min Massage and Elemis High Performance Skin Energiser.

Back or Chest Wax from 20mins

Treatment Packages

Heavenly Haven 180mins

This luxurious collection of treats will leave your skin feeling nourished while your mind and body drift away. Includes:

- Elemis Intensely Cleansing Salt Scrub
- Swedish Full Body Massage
- Elemis Super Food Pro-Radiance Facial

Top To Toe 240mins

A relaxing and reviving spa treat which will lift and renew you from top to toe. Fantastic for your face, body and soul, these treatments will exfoliate, soften, soothe and hydrate you whilst you dream away. Includes:

- Spa Find Heavenly Hydration Salt Brushing
- Spa Find Youthful You Anti-Ageing Facial
- Classic Manicure with Heated Mitts
- Classic Pedicure with Heated Booties

Blissful Brides 210mins

Achieve a radiant and flawless complexion with this package in preparation for your special day. Includes:

- Elemis Super Food Pro-Radiance Facial
- Classic Manicure
- Eyelash Tint
- Classic Pedicure
- Eyebrow Shape

Recommended 2 days prior to wedding day. Tint patch test required min 24 hrs prior.

Elemis Absolute Spa Ritual 120mins

- Elemis Advanced Facial
- Elemis Freestyle Deep Tissue Massage 60mins

Mother To Be 165mins

Expecting the pitter patter of tiny feet is an exciting time but it can be tiring too, juggling work, new emotions and the changing needs of your body. No better excuse for time out to be pampered. Includes:

- Elemis Peaceful Pregnancy Massage
- Classic Manicure
- Classic Pedicure

Mini Me Time 120mins

A little taster of what we can do for you! Includes:

- Elemis Taster Facial
- Elemis Free Style Deep Tissue Back Massage
- File and Polish for Fingers
- File and Polish for Toes

Enhance your treatment package with a glass of Prosecco and/or a fruit platter.

Ask for more details.

Enhance your experience by adding a 2hr session in the Thermal Suite or a selection from our Food and Beverages menu. (Exeter only).

All treatment time includes consultation and the beginning and end of treatments.

We do require 48 hours notice for cancellation or change of treatment.

Thermal Suite (Exeter only)

Our brand new Thermal Suite provides the perfect environment where you can immerse yourself in relaxing surroundings and indulge in a little spa therapy.

The state of the art facility includes sauna, aroma-room, rain dance shower, bucket shower, heated loungers, Jacuzzi and foot spas. You will also have the use of our Relaxation Room with low lighting and comfortable loungers to relax and unwind with a book, or a quick doze! (This room is only available to clients using the Thermal Suite).

The Sauna will help purify the skin while the aroma-scented Sanarium with its gentle heat and reduced humidity will transport the body into a state of total relaxation. The warm bubbling water of the Jacuzzi massages you in the relaxing, calming way that only water can and gives buoyancy to take the tension away from your body. The serenity is completed with the foot baths to cleanse and relax your feet. The cold bucket shower is designed to complement the hot-cold therapy. The sudden and extreme temperatures will stimulate body circulation and is highly beneficial to your immune system. The heated loungers and relaxation room encourage you to calm your mind and senses.

Thermal Suite only 120mins / 180mins / 240mins

Thermal Suite with treatment* 120mins / 180mins / 240mins

*Only applicable to treatments over £35.

Group packages are available from £35 per person.

Please enquire for further information.

Enhance your experience with a selection from our Food and Beverage menu.

Special Awareness: Users of the Thermal Suite must be over 16 years old.

14 – 16 year old can be admitted if accompanied by a parent or guardian.

Use of the Thermal Suite must be avoided by those who are pregnant, have untreated high blood pressure or heart problems or any form of fungal infection.





Signature Spa Packages (Exeter only)

Take some time out and rejuvenate your mind, body and soul with one of our Signature Spa Packages.

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Mini Pamper **1 hours 30 mins**

Enjoy an hour of complete relaxation within our Thermal Suite followed by a choice of one of the following treatments:

- Spa Find Express Elegance Facial
- Traditional Swedish Back Massage
- Manicure or Pedicure

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Time Out for You / Time Out for Two **2 hours 30 mins**

Enjoy some 'me time' or some quality time with a loved one. Enjoy 2 hours unwinding in our Thermal Suite and Relaxation Room, followed by a truly relaxing Back, Neck and Shoulder Massage.

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The Haven Dream **3 hours**

Enter our Thermal Suite and indulge in two hours of complete relaxation before enjoying a choice of one of the following treatments:

- 60 min Spa Find Facial
- 60 min Swedish Full Body Massage
- Elemis Body Nectar Nourishing Wrap - Frangipani or Sweet Orchid
- Elemis Best Foot Forward and Pedicure

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Spa for Him **2 hours 30 mins**

De-stress and re-energise with this package developed specially for our male clients. Spend an hour unwinding within our Thermal Suite & Relaxation Room before enjoying a Elemis Freestyle Full Body Deep Tissue Massage.

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Mother & Daughter Pamper **5 hours**

Relax and enjoy precious quality time together within our Thermal Suite and Relaxation Room for two hours before being guided into one of our double treatment rooms where together you will enjoy an Elemis Skin Solutions Facial, a Classic Manicure and a Classic Pedicure.

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Luxurious Indulgence **5 hours**

Unwind for 2 hours in our Thermal Suite and Relaxation Room before experiencing complete relaxation as we purify, soothe, smooth and hydrate you from head to toe with this luxurious package, which includes the Elemis Exotic Coconut Rub and Milk Ritual Wrap, an Elemis Skin Solutions Facial and the Elemis Best Foot Forward with Pedicure.

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Pampered Hens

Promising exclusive use of the Thermal Suite & Relaxation Room for parties of up to 16, the Pampered Hen package is tailored to meet your individual requirements. Please enquire for further information.

Food and beverages are available to pre-order at time of booking. Please enquire for special requests.

Beverages & Snacks

Choose from our extensive beverages menu and enjoy a glass or two of your favourite tittle whilst relaxing in our Spa Lounge or Thermal Suite.

Our beverages menu includes a great selection of White, Red and Rose Wine, as well as Prosecco, Champagne, Elderflower Fizz and our very own Haven Spa Cocktail!

We also offer a selection of delicious snacks should you feel peckish during your visit. Fruit platters are available to pre-order.



The Haven Spa Terms

To ensure the comfort and enjoyment of The Haven by everyone, we have put together a series of notes set out below that identify certain responsibilities, provide helpful advice and answers to frequently asked questions. Please contact us if you have any queries, require further information or explanation.

When Booking

When making a booking at The Haven Spa, please indicate any health concerns that you have as these may affect your preferred choice of treatment. For example, massages and certain wraps may not be suitable for those who are pregnant or who suffer from high blood pressure or heart problems that are not being managed medically. If this is the case, alternative treatment will be suggested.

A 50% deposit is required at the time of booking to secure the appointment. The deposit is non-refundable in cases of failure to arrive for an appointment or to give the cancellation appropriate notice.

Appropriate Arrival Time

Please arrive at least 15 minutes prior to your appointment to fill out a health consultation form, familiarise yourself with the environment and to start unwinding! If you are running late for your appointment please call to let us know. Where possible we will try and ensure your full treatment time, although this may not be possible if another client is booked in immediately afterwards.

On Arrival

You will be greeted at reception and taken to the lounge area where, if it is your first visit, you will be asked to fill in our health consultation form. It is your responsibility to ensure correct answers to each question. There are some treatments that cannot be given to those with certain health conditions or that might be advisable to avoid without medical advice. Please consult with your doctor beforehand or speak to one of our Senior Therapists if you are in any doubt. The notes in this brochure are for guidance only.

Please turn your mobile phone off on arrival. Outdoor clothing and coats can be stored in a nearby cloakroom, but please do not leave valuables in them. The Haven will not accept responsibility for any items lost on the premises.

Changing

For those having treatments only, it is normal practice to change or remove clothing in the treatment room. The therapist will leave the room as you change and will ensure your modesty throughout the treatment.

Those with Spa Packages or using the Thermal Suite will be shown to the Male or Female Changing Rooms with a key to your own locker which will have your complimentary robe and slippers. You should bring a bathing costume with you for use in the Thermal Suite. On departure, please return the robe and slippers to your locker and hand the key to Reception. Haven robes and slippers are available as gifts and can be purchased from Reception.

Thermal Suite

A Receptionist will show you around the Suite and explain how to use the facilities. Small posters are placed in various locations as a reminder. It is intended to be a relaxing area to improve the body and rest the mind, but still in a convivial and social atmosphere. Exuberant or disruptive behaviour is not acceptable. For medical reasons, those under 16 years old cannot use the Suite, but 14 -16 year olds can with the approval of and when accompanied by a parent or guardian.

Relaxation Area

This area is for Spa Package and Thermal Suite clients only and is there for you to continue to unwind. Complimentary soft and hot drinks are available, along with a range of specialist coffees, alcoholic drinks and snacks for sale. Quiet and calm is an essential of the Relaxation Area.

Cancelling an Appointment

We operate a 48hr cancellation policy and we regret that the full cost of the treatment will be charged if you do not notify us 48 hours before your booked treatment. New clients may be asked for a debit/credit card confirmation in advance.

Payment

Final payment is to be made at reception less the deposit paid following your treatment. We accept cash, debit cards and all major credit cards. We do not accept cheques.

Treatment Choice

We can advise on the best treatments for you and the sequence in which they should be done so please call or pop in and speak to one of our therapists. During busy periods please be aware that your preferred treatment may not be available, so please book well in advance to avoid disappointment. Some health concerns may affect the treatments that may be available to you so please mention any when booking. Alternatively these will be discussed with you during your consultation prior to treatment.

Product Range

The Haven has chosen Elemis and Spa Find as its main product house suppliers. We offer a wide range of their products for you to continue to use at home following your treatment. Our therapists are highly trained and will advise you on the right products for you to use. Our boutique also stocks a range of spa, relaxation and lifestyle products to continue your experience at home, including our branded robes and slippers.

Shaving

Generally shaving is not recommended before a treatment or waxing service. Men are recommended to shave at least 2 hours before a facial treatment.

Special Requirements

Whatever your wishes we will endeavour to meet them, whether it is arranging a gift or a bottle of Champagne, flowers or chocolates to make that loved one feel really special. Please call in plenty of time so that we can make your experience, or that of a loved one, as special as possible. They can be added to all our Treatment or Spa Packages.

Group Bookings

We accept group bookings and in addition to the set packages, we can tailor a package suitable to your requirements whether as a thank you to your key staff or part of a corporate promotion. Please speak to our Spa Manager for more information. A non-refundable deposit will be required at the time of booking and the balance paid no less than 2 weeks before the day of the event. No refund will be made if the event is cancelled less than 7 days before the due date.

Packages

All packages must be taken on the same day and with the designated therapist or therapists.

Bathroom facilities

There are toilet facilities at The Haven and a robe will be supplied in our room should you need to use them during your treatment. However, whilst we will endeavour to, it may not be possible to add the lost time to the end of your treatment.